

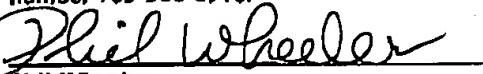


PATENT
Docket No.: AND1P313

RECEIVED

CERTIFICATE OF TRANSMISSION

I hereby certify under 37 CFR 1.8 that on February 21, 2002 I am transmitting this paper to "Commissioner for Patents, Box DAC, Washington, D.C. 20231" via the facsimile number 703-308-6916.


Phil Wheeler

Serial No.: 09/471,777

MAY 14 2003

Filed: December 23, 1999

Technology Center 2100

Title: A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR CONTROLLING DATA COLLECTION, MANIPULATION AND STORAGE ON A NETWORK WITH SERVICE ASSURANCE CAPABILITIES

Applicant: Sachse et al.

FAX RECEIVED

Group Art Unit No.: Not yet assigned

JAN 09 2003

Examiner: Not yet assigned

PETITIONS OFFICE

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Box DAC
Commissioner for Patents
Washington, D.C. 20231

PETITION TO WITHDRAW HOLDING OF ABANDONMENT, OR, IN THE ALTERNATIVE, PETITION FOR REVIVAL OF AN APPLICATION FOR PATENT ABANDONED UNINTENTIONALLY UNDER 37 C.F.R. § 1.137(B)

This is a petition to withdraw the holding of abandonment mailed August 13, 2001, for failure to timely or properly reply to a Notice To File Missing Parts. Applicant timely and properly mailed its Response To Notice To File Missing Parts on May 25, 2000. Applicant believes that the filed Response was never matched with the file for this application.

Applicant therefore encloses with this Petition the following documents:

- (1) A copy of the Notice of Abandonment mailed on August 13, 2001;
- (2) A copy of the patent postcard stamped as received by the Office of Initial Patent Examination on May 30, 2000;
- (3) A copy of the Notice To File Missing Parts Of Application, mailed March 2, 2000;
- (4) A copy of the timely-filed Response To Notice To File Missing Parts;

*Return to
Doshi*

PATENT
Docket No.: AND1P313

- 1051-130
- (5) A copy of the combined Declaration And Power Of Attorney;
 - (6) A copy of the Assignment Recordation Cover Sheet; and
 - (7) A copy of the Assignment of Patent Application.

Applicant respectfully requests withdrawal of the holding of abandonment in light of the above remarks.

In the event the Commissioner determines the Petition To Withdraw Holding Of Abandonment to be inappropriate, Applicant hereby petitions for revival of the patent application in accordance with M.P.E.P. Section 711.03(c)-III and 37 C.F.R. § 1.137(b).

Applicant hereby states, as required by 37 C.F.R. § 1.137(b)(3), that the entire delay in filing the required reply from the due date until the filing of this petition was unintentional. Applicant previously filed a reply to the Notice To File Missing Parts, and therefore no new reply is needed at this time.

Applicant hereby authorizes the Commissioner to charge any additional fees, or credit any overpayment to Deposit Account No. 50-1901 (Reference 60021-31301). Should such additional fees be associated with an extension of time, Applicant respectfully requests that this paper be considered a petition therefore.

Respectfully submitted,

Date: February 21, 2002
By Steven Lieske
Steven Lieske
Reg. No. 47,749

OPPENHEIMER WOLFF & DONNELLY LLP
Plaza VII, Suite 3300
45 South 7th Street
Minneapolis, MN 55402-1609
Telephone: 612-607-7508
Facsimile: 612-607-7100

OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII
45 South Seventh Street, Suite 3300
Minneapolis, Minnesota 55402-1609

612.607.7000
Fax 612.607.7100



Brussels
Geneva
Los Angeles
Minneapolis
New York

Orange County
Paris
Silicon Valley
Washington D.C.
oppenheimer.com

#6
1-9-03

Tech 2172

RECEIVED

MAY 14 2003

FAX COVER LETTER

Technology Center 2100

TO: Petitions Attorney
COMPANY: Office of Petitions / United States Patent & Trademark Office
PHONE: 703-305-9282
FAX: 703-308-6916

FROM: Steven Lieske
DIRECT DIAL: 612-607-7508
E-MAIL: SLieske@oppenheimer.com
DATE: 9 January 2003
RE: Re-submission of petition

FAX RECEIVED

'JAN 09 2003

PETITIONS OFFICE

COMMENTS: I just spoke to one of the Petitions Attorney on the phone. I explained that I faxed to your office a petition to withdraw holding of abandonment (37 CFR 1.136(B)) on February 21, 2002. This petition is not shown in the PAIR system. I was asked to re-submit this petition. Enclosed is: a copy of the original petition (2 pages); a copy of the notice of abandonment; a copy of the patent postcard; a copy of the notice to file missing parts; a copy of the timely-filed response; a copy of the declaration; a copy of the assignment recordation; and a copy of the assignment. I am also enclosing a copy of the original fax cover sheet showing that this petition was indeed faxed on February 21, 2002.

Please contact me so I will know what the anticipated turnaround of this petition will be. Thank you very much.

This facsimile contains confidential information intended only for the use of the addressee(s) named above and may contain information that is legally privileged. If you are not the addressee or the person responsible for delivering it to the addressee you are hereby notified that reading disseminating distributing or copying this facsimile is strictly prohibited. If you have received this facsimile by mistake please immediately notify us by telephone and return the original message to us at the address above via the Postal Service (we will reimburse postage). Thank you.

Originals: Not being sent Sent by: Post Office Messenger Air Courier E-Mail

Completed by :

You should receive 17 page(s) including this page.
 If the transmission is incomplete, please call 612.607.7276 as soon as possible.

01/09/2003 11:42 FAX 612 607 7100
02/21/2002 16:21 FAX 612 607 7100

OPPENHEIMER LAW FIRM
OPPENHEIMER LAW FIRM

004
001

*** TX REPORT ***

TRANSMISSION OK

TX/RX NO
CONNECTION TEL
CONNECTION ID
ST. TIME
USAGE T
PGS. SENT
RESULT

3604

917033086916

02/21 16:16
05'21
18
OK

RECEIVED

MAY 14 2003

Technology Center 2100



OPPENHEIMER

OPPENHEIMER WOLFF & DONNELLY LLP

Plaza VII, Suite 3300
45 South Seventh Street
Minneapolis, MN 55402-1609

612.607.7000
Fax 612.607.7100

Brussels Orange County
Los Angeles Paris
Minneapolis Silicon Valley
New York Washington, D.C.

oppenheimer.com

FAX COVER LETTER

February 21, 2002

TO: Commissioner for Patents
COMPANY: BOX DAC, Washington D.C. 20231
PHONE:
FAX: 703-308-6916 ← petitions office phone = 703-305-9282
FROM: Steven Lieske
DIRECT DIAL: 612.607.7508
EMAIL: SLieske@oppenheimer.com
RE: Petition to Withdraw Holding of Abandonment/Petition for Revival ...Abandoned
Unintentionally Under 37 CFR §1.136(B)

FAX RECEIVED

JAN 09 2003

PETITIONS OFFICE

COMMENTS:

This facsimile contains confidential information intended only for the use of the addressee(s) named above
and is not to be distributed outside the addressee(s) or the person responsible for its transmission.

This Page Blank (uspto)



Page 1 of 1

UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	FIRST NAMED APPLICANT	ATTY DOCKET NO/TITLE
09/471,777	12/23/1999	Christopher Sachse	AND1P313

23053
HICKMAN STEPHENS COLEMAN & HUGHES, LLP
PO BOX 52037
PALO ALTO, CA 94303

CONFIRMATION NO. 7944
ABANDONMENT/TERMINATION
LETTER

"OC00000006419232"

RECEIVED

Date Mailed: 08/13/2001

MAY 14 2003

NOTICE OF ABANDONMENT UNDER 37 CFR 1.53 (f) OR (g)

Technology Center 2100

The above-identified application is abandoned for failure to timely or properly reply to the Notice to File Missing Parts (Notice) mailed on 03/02/2000.

FAX RECEIVED

JAN 09 2003

PETITIONS OFFICE

Under 37 CFR 1.137(a), a petition requesting the application be revived on the grounds of UNAVOIDABLE DELAY must be filed promptly after the applicant becomes aware of the abandonment and such petition must be accompanied by: (1) an adequate showing of the cause of unavoidable delay; (2) the required reply to the above-identified Notice; (3) the petition fee set forth in 37 CFR 1.17(l); and (4) a terminal disclaimer if required by 37 CFR 1.137(c).

Under 37 CFR 1.137(b), a petition requesting the application be revived on the grounds of UNINTENTIONAL DELAY must be filed promptly after applicant becomes aware of the abandonment and such petition must be accompanied by: (1) a statement that the entire delay was unintentional; (2) the required reply to the above-identified Notice; (3) the petition fee set forth in 37 CFR 1.17(m); and (4) a terminal disclaimer if required by 37 CFR 1.137(c).

Any questions concerning petitions to revive should be directed to "Office of Petitions" at (703) 305-9282.

A copy of this notice MUST be returned with the reply.

Doshie E. Day

Customer Service Center
Initial Patent Examination Division (703) 308-1202
PART 2 - COPY TO BE RETURNED WITH RESPONSE

RECEIVED

MAY 14 2003

Technology Center 2100

FAX RECEIVED

JAN 09 2003

PETITIONS OFFICE

PATENT POSTCARD

Docket No. AND1P313

Appln. No.: 09/471,777

Date: 5/25/00

By: DMK/KAM

Filing Date: 12/23/99

Express Mail No.: N/A

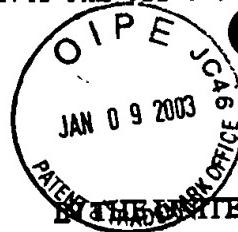
Inventor(s): C. Sachse et al.

Title: A System, Method And Article Of Manufacture For Controlling Data Collection, Manipulation
And Storage On A Network With Service Assurance Capabilities

The following has been received in the U.S. Patent & Trademark Office on the date stamped below:

MAY 30 2003

- RETURN RECEIPT POSTCARD
 COMBINED DECLARATION & POWER OF ATTORNEY
 ASSIGNMENT RECORDATION COVER SHEET WITH AN ASSIGNMENT



PATENT

UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of)
Chris Sachse) Examiner: Not Assigned
)
Application No. 09/471,777) Art Unit: Not Assigned
)
Filed: 12/23/99) Atty. Docket No. AND1P313
)
For: SYSTEM, METHOD AND ARTICLE OF) Date: 5/25/00
MANUFACTURE FOR CONTROLLING DATA)
COLLECTION, MANIPULATION AND)
STORAGE ON A NETWORK WITH SERVICE)
ASSURANCE CAPABILITIES)

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the
United States Postal Service as First Class Mail in an envelope
addressed to: Assistant Commissioner for Patents, Washington, D.C.
20231 on May 25, 2000.

Signed: Kimberly Mann
Kimberly Mann

RECEIVED

MAY 14 2003

Technology Center 2100

RESPONSE TO NOTICE TO FILE MISSING PARTS

FAX RECEIVED

Assistant Commissioner for Patents
Box: Missing Parts
Washington, D.C. 20231

JAN 09 2003

PETITIONS OFFICE

Sir:

In response to the Notice to File Missing Parts of Application—Filing Date Granted dated March 2, 2000, Applicants hereby attach an original executed Declaration and Power of Attorney, an Assignment document, an Assignment Recordation Cover Sheet, and the copy of the Notice to be returned with this response.

The Commissioner is authorized to charge any other fees that may be due to our Deposit Account No. 50-0797 (Order No. AND1P313). A copy of this sheet is enclosed for this purpose.

Respectfully submitted,
HICKMAN STEPHENS COLEMAN & HUGHES, LLP

Dominic M. Kotab
Reg. No. 42,762

P.O. Box 52037

Attorney Docket No. AND1P313

**ASSIGNMENT RECORDATION COVER SHEET
-PATENTS ONLY-**

To: Honorable Commissioner of Patents and Trademarks:

Please record the attached original document(s) or copy thereof.

1. Name of conveying party(ies)

a) Christopher Sachse
b) Timothy Lund

2. Name and address of receiving party(ies):

a) Name: Andersen Consulting, LLP
Address: 1661 Page Mill Road
Palo Alto, California 94306

3. Nature of conveyance

Assignment
 Security Agreement
 Other _____

Merger
 Change of Name
 License Agreement

Execution Date: 4/17/00 & 5/18/00

4. Application Number(s) or Patent Number(s): 09/471,777

The title of the application is:

**SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR CONTROLLING DATA
COLLECTION, MANIPULATION AND STORAGE ON A NETWORK WITH SERVICE
ASSURANCE CAPABILITIES**

5. Please send all correspondence concerning this (these) documents to:

HICKMAN STEPHENS COLEMAN & HUGHES, LLP
P.O. Box 52037
Palo Alto, CA 94303-0746
Tel. No.: (408) 558-9950
Fax No.: (408) 558-9960

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41): \$40.00

Enclosed
 Authorized to be charged to Deposit Account No. 50-0797
(Order No. AND1P313)

8. To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Date:

5/25/00

Dominic M. Kotab

Dominic M. Kotab
Reg. No. 42,762

**DECLARATION AND POWER OF ATTORNEY
FOR ORIGINAL U.S. PATENT APPLICATION**

Attorney's Docket No. AND1P313

As a below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: **SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR CONTROLLING DATA COLLECTION, MANIPULATION AND STORAGE ON A NETWORK WITH SERVICE ASSURANCE CAPABILITIES**, the specification of which, **AND STOR**

(check one) 1. is attached hereto.2. was filed on December 23, 1999 as
U.S. Application Serial No. 09/471,777
and was amended on _____3. was filed on _____ as
International PCT Application Serial No. _____
and was amended on _____

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, CFR § 1.56.

I hereby claim foreign priority benefits under Title 35, United States code, § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate, or § 365(a) of any PCT International application which designated at least one country other than the United States, listed below and have identified below, by checking the box, any foreign application for patent or inventor's certificate, or PCT International application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)**Priority Benefits Claimed?** Yes No

(Appl. No.)	(Country)	(Filing Date)
-------------	-----------	---------------

 Yes No

(Appl. No.)	(Country)	(Filing Date)
-------------	-----------	---------------

 Yes No

(Appl. No.)	(Country)	(Filing Date)
-------------	-----------	---------------

I hereby claim the benefit under 35 U.S.C. §119(e) of any United States provisional application(s) listed below:

(Application Serial No.)	(Filing Date)
--------------------------	---------------

(Application Serial No.)	(Filing Date)
--------------------------	---------------

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or § 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:



RECEIVED

MAY 14 2003

Technology Center 2100

Prior U.S. Application(s)

(Application Serial No.)	(Filing Date)	(Status - patented, pending, abandoned)
(Application Serial No.)	(Filing Date)	(Status - patented, pending, abandoned)

And I hereby appoint the law firm of Hickman Stephens Coleman & Hughes, including Paul L. Hickman (Reg. No. 28,516); L. Keith Stephens (Reg. No. 32,632); Brian R. Coleman (Reg. No. 39,145); Michael J. Hughes (Reg. No. 29,077); Michael E. Melton (Reg. No. 32,276); Kevin J. Zilka (Reg. No. 41,429); Raymond E. Roberts (Reg. No. 38,597); Vldya R. Bhakar (Reg. No. 42,323); Douglas E. Mackenzie (Reg. No. 38,955); Michael E. Plimier (Reg. No. 43,004); Larry B. Guernsey (Reg. No. 40,008); Robert D. Hayden (Reg. No. 42,645); George B. Leavell (Reg. No. P45,436); Joe A. Brock (Reg. No. P46,021); Ronald B. Peece (Reg. No. P46,327); and Dominic Kotab (Reg. No. 42,762) as my principal attorneys to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith:

Send Correspondence To:

HICKMAN STEPHENS COLEMAN & HUGHES, LLP
P.O. BOX 52037
Palo Alto, California 94303-0746

Direct Telephone Calls To:

L. Keith Stephens at telephone number (408) 558-9950

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Typewritten Full Name of

Sale or First Inventor:

Inventor's signature:

Christopher Sachse

Date of Signature: _____

Residence: (City)

Maplewood

(State/Country)

Minnesota/USA

Post Office Address:

2312 Lendin Lane, Maplewood, MN 55119-5543Full Name of Second Joint
Inventor (if any):Timothy LandCitizenship: USA

Inventor's signature:

Timothy LandDate of Signature: 4/17/00

Residence: (City)

Lakeville

(State/Country)

Minnesota/USA

Post Office Address:

10609 166th Street West, Lakeville, MN 55044

Prior U.S. Application(s)

(Application Serial No.)	(Filing Date)	(Status - patented, pending, abandoned)
(Application Serial No.)	(Filing Date)	(Status - patented, pending, abandoned)

And I hereby appoint the law firm of Hickman Stephens Coleman & Hughes, including Paul L. Hickman (Reg. No. 28,516); L. Keith Stephens (Reg. No. 32,632); Brian R. Coleman (Reg. No. 39,145); Michael J. Hughes (Reg. No. 29,077); Michael E. Melton (Reg. No. 32,276); Kevin J. Zilka (Reg. No. 41,429); Raymond E. Roberts (Reg. No. 38,597); Vidya R. Bhakar (Reg. No. 42,323); Douglas E. Mackenzie (Reg. No. 38,955); Michael E. Plimler (Reg. No. 43,004); Larry B. Guernsey (Reg. No. 40,008); Robert D. Hayden (Reg. No. 42,645); George B. Leavell (Reg. No. P45,436); Joe A. Brock (Reg. No. P46,021); Ronald B. Feece (Reg. No. P46,327); and Dominic Kotab (Reg. No. 42,762) as my principal attorneys to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith:

Send Correspondence To:

HICKMAN STEPHENS COLEMAN & HUGHES, LLP
P.O. BOX 52037
Palo Alto, California 94303-0746

Direct Telephone Calls To:

L. Keith Stephens at telephone number (408) 558-9950

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under section 101 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Typewritten Full Name of

Sole or First Inventor:

Inventor's signature:

Christopher Sachse

Citizenship: USA

Inventor's signature:

Date of Signature: 5/18/2000

Residence: (City)

Rossville

(State/Country) Minnesota/USA

Post Office Address:

764 Sextant Avenue W., Roseville, MN 55113-3428

Full Name of Second Joint

Inventor (if any):

Timothy Lund

Citizenship: USA

Inventor's signature:

Date of Signature: _____

Residence: (City)

Lakeville

(State/Country) Minnesota/USA

Post Office Address:

10609 166th Street West, Lakeville, MN 55044

ASSIGNMENT OF PATENT APPLICATION
(Not Accompanying Application)

Whereas I/we the undersigned inventor(s) have invented certain new and useful improvements as set forth in the patent application entitled:

**SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR CONTROLLING DATA
COLLECTION, MANIPULATION AND STORAGE ON A NETWORK WITH SERVICE
ASSURANCE CAPABILITIES**

FAX RECEIVED

JAN 09 2003

for which I (we) have executed an application for a United States Letters Patent which was filed in the U.S. Patent and Trademark Office on December 23, 1999, and which bears the Application No. 09/471,777.

PETITIONS OFFICE

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged I/we the undersigned inventor(s) hereby:

RECEIVED

MAY 14 2003

- 1) Sell(s), assign(s) and transfer(s) to Andersen Consulting, LLP, a Delaware corporation having a place of business at 1661 Page Mill Road, Palo Alto, California 94304, (hereinafter referred to as "ASSIGNEE"), the entire right title and interest in any and all improvements and inventions disclosed in, application(s) based upon, and Patent(s) (including foreign patents) granted upon the information which is disclosed in the above referenced application.
- 2) Authorize and request the Commissioner of Patents to issue any and all Letters Patents resulting from said application or any division(s), continuation(s), substitutes(s) or reissue(s) thereof to the ASSIGNEE.
- 3) Agree to execute all papers and documents and, entirely at the ASSIGNEE's expense, perform any acts which are reasonably necessary in connection with the prosecution of said application, as well as any derivative and applications thereof, foreign applications based thereon, and/or the enforcement of patents resulting from such applications.
- 4) Agree that the terms, covenants and conditions of this assignment shall inure to the benefit of the Assignee, its successors, assigns and other legal representative, and shall be binding upon the inventor(s), as well as the inventor's heirs, legal representatives and assigns.
- 5) Warrant and represent that I/we have not entered, and will not enter into any assignment, contract, or understanding that conflicts with this assignment.

Signed on the date(s) indicated beside my (our) signature(s).

1) Signature: _____ Date: _____
Typed Name: Christopher Sachse

County of _____,)
) ss.
State of _____,)

On this _____ day of _____, in the year 2000, before me,
personally appeared Christopher Sachse, personally known to me
(or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the
within instrument, and acknowledged to me that he/she executed the same in his/her authorized
capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which
the person acted, executed the instrument.

(SEAL)

WITNESS my hand and official seal.

Signature _____

2) Signature: Timothy Lund
Typed Name: Timothy Lund

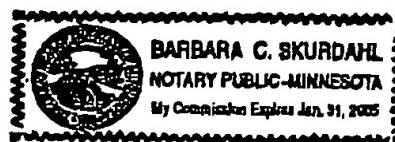
Date: 4/17/00

County of HENNEPIN,)
) ss.
State of MINNESOTA)

On this 17th day of APRIL, in the year 2000, before me,
Barbara C. Skurdahl personally appeared Timothy Lund, personally known to me (or
proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within
instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and
that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted,
executed the instrument.

(SEAL)

WITNESS my hand and official seal.
Signature Barbara C. Skurdahl



Signed on the date(s) indicated beside my (our) signature(s).

1) Signature: Christopher C Sachse Date: 5/18/2000
 Typed Name: Christopher Sachse

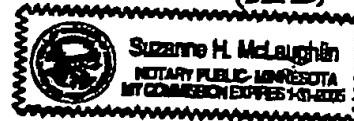
County of Hennepin ,
) ss.
 State of Minnesota ,

On this 18th day of May, in the year 2000, before me,
Suzanne McLaughlin personally appeared Christopher Sachse, personally known to me
 (or proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the
 within instrument, and acknowledged to me that he/she executed the same in his/her authorized
 capacity(ies), and that by his/her signature on the instrument the person, or the entity upon behalf of which
 the person acted, executed the instrument.

WITNESS my hand and official seal.

Signature Suzanne McLaughlin

(SEAL)



2) Signature: _____ Date: _____
 Typed Name: Timothy Lund

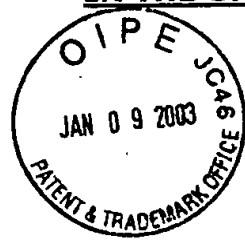
County of _____ ,
) ss.
 State of _____ ,

On this _____ day of _____, in the year 2000, before me,
 personally appeared Timothy Lund, personally known to me (or
 proved to me on the basis of satisfactory evidence) to be the person whose name is subscribed to the within
 instrument, and acknowledged to me that he/she executed the same in his/her authorized capacity(ies), and
 that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted,
 executed the instrument.

WITNESS my hand and official seal.

(SEAL)

Signature _____

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**ASSOCIATE POWER OF ATTORNEY**

Re: Associate Power of Attorney for Project 1028-3

Dear Sir:

I hereby appoint:

Berman, C., Reg. No. 29,249
 Bobys, M.P., Reg. No. 45,267
 Bosworth, M.K., Reg. No. 28,186
 Bovasso, L.J., Reg. No. 24,075
 Boyce, J., Reg. No. 40,920
 Brown, M.E., Reg. No. 28,590
 Burton, D.L., Reg. No. 45,323
 Canter, B., Reg. No. 34,792
 Chiang, M.H., Reg. No. 46,618
 Chou, C., Reg. No. 41,672
 Cullman, L.C., Reg. No. 39,645
 Darrow, C., Reg. No. 30,166
 Dlepenbrock III, A.B., Reg. No. 39,960
 Edwards, W.G., Reg. No. 44,426
 Farber, M., Reg. No. 32,612

Guernsey, L.B., Reg. No. 40,008
 Guillot, R.O., Reg. No. 28,852
 Harrick, C.A.S., Reg. No. 22,586
 Harris, M.D., Reg. No. 26,690
 Hayden, R.D., Reg. No. 42,645
 Heynlick, M., Reg. No. 44,763
 Hickman, P.L., Reg. No. 28,516
 Hilberg, C.R., Reg. No. 48,740
 Howell, S.M., Reg. No. 45,929
 Hughes, M.J., Reg. No. 29,077
 Inskeep, J.W., Reg. No. 33,910
 Jastram, H.D., Reg. No. 19,777
 Kelly, S.S., Reg. No. 43,449
 Kennedy, B., Reg. No. 33,407
 Kudla, J.P., Reg. No. P47,724
 Larson, D.N., Reg. No. 29,401

Lazaris, S.J., Reg. No. 45,981
 Lervick, C.J., Reg. No. 35,244
 Lieske, S.C. Reg. No. 47,749 ←
 MacLean, K.A., Reg. No. 31,118
 McKinley, D., Reg. No. 42,867
 McRoss, L., Reg. No. 40,427
 Morton, C.A., Reg. No. 44,954
 Nader, R., Reg. No. 47,260
 Roberts, R.E., Reg. No. 38,597
 Rose, A. C., Reg. No. 17,047
 Rosenberg, C., Reg. No. 31,464
 Sherry, L., Reg. No. 43,918
 Smith, G.P., Reg. No. 20,142
 Wood, G.B., Reg. No. 28,133

whose post office address is P.O. Box 10356, Palo Alto, California 94303, as
 my associate attorneys in the following applications:

Application Title	Serial Number	Filing Date	Attorney Docket	Client Docket
SM&AM FOR PROVIDING AN INTEGRATED SERVICE ASSURANCE ENVIRONMENT FOR A NETWORK	09/470,776	23-Dec-99	AND1P311	AC990270
SM&AM FOR A CONFIGURABLE DECISION ENGINE ARCHITECTURE	09/471,935	23-Dec-99	AND1P312	AC990271
SM&AM FOR CONTROLLING DATA COLLECTION, MANIPULATION AND STORAGE ON A NETWORK WITH SERVICE ASSURANCE CAPABILITIES	09/471,777	23-Dec-99	AND1P313	AC990272
SM&AM FOR RETRIEVING AND RELOCATING DATA COLLECTED ON A NETWORK WITH SERVICE ASSURANCE CAPABILITIES	09/470,952	23-Dec-99	AND1P314	AC990273
SM&AM FOR AN ALARM GENERATOR IN A SERVICE ASSURANCE ENVIRONMENT	09/472,375	23-Dec-99	AND1P315	AC990274
SM&AM FOR MAPPING EVENTS OF A NETWORK WITH SERVICE ASSURANCE CAPABILITIES	09/472,139	23-Dec-99	AND1P316	AC990275
SM&AM FOR DESIGNING A DATABASE IN A SERVICE ASSURANCE ENVIRONMENT	09/471,855	23-Dec-99	AND1P317	AC990276
SM&AM FOR GRAPHICALLY CONVEYING ELEMENT, SERVICE AND PROCESS AVAILABILITY IN A SERVICE ASSURANCE NETWORK ENVIRONMENT	09/470,958	23-Dec-99	AND1P318	AC990277
SM&AM FOR A TIME KEY PRELOADER IN A	09/472,061	23-Dec-99	AND1P319	AC990278

SERVICEASSURANCE ENVIRONMENT				
SM&AM FOR MANIPULATING DATA COLLECTED ON A NETWORK WITH SERVICE ASSURANCE CAPABILITIES	09/470,771	23-Dec-98	AND1P320	AC990279

(* "SM&AM" is an abbreviation for "System, Method and Article of Manufacture")

to prosecute these applications, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Please address all future communications to Steven Lieske, at P.O. Box 10356, Palo Alto, California 94303, Telephone No. 612-607-7508, Fax No. 612-607-7100, email address SLieske@oppenheimer.com.

Respectfully submitted,

By 

Brian R. Coleman, Reg. No. 39,145

OPPENHEIMER WOLFF & DONNELLY LLP
P.O. Box 10356
Palo Alto, CA 94303



file:///c:/APPS/preexam/correspondence/3.htm

FORMALITIES LETTER

OC000000004980572

UNITED STATES DEPARTMENT OF COMMERCE
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/471,777	12/23/1999	Christopher Sachse	AND1P313

HICKMAN STEPHENS & COLEMAN
1901 SOUTH BASCOM AVENUE
SUITE 660
CAMPBELL, CA 95008

RECEIVED

MAY 14 2003

Technology Center 2100

Date Mailed: 03/02/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

FAX RECEIVED

Filing Date Granted

JAN 09 2003

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

PETITIONS OFFICE

- The oath or declaration is missing. A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

A copy of this notice MUST be returned with the reply.

Hopkins, D *Rf*
Customer Service Center
Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

REC'D

27610

Hickman Stephens & Coleman, LLP

U.S.: Regis...Docket# 6-14-0 By: PLWAction: Patent ApplicationDue Date: 025 NO 2000Atty: PLW VBBDocket #: AND1P313

Confirmation

C